



# Complaints and Appeals Procedure

Policy/Procedure creator: Marizane West

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Centre Name	Jumeirah English Speaking School
Centre Number	91526 (Pearson) AE313 (Cambridge) 74558 (AQA)
Date procedure first created	24/01/2021
Current procedure reviewed by	Andy Sargeant
Current procedure approved by	Michael Waller
Date of next review	31/01/2024

## Key staff involved in the procedure

Role	Name
Exams officer	Marizane West
Senior leader(s)	Andy Sargeant
Head of centre	Shane O'Brien
Other staff (if applicable)	Not Applicable

This procedure is reviewed and updated annually to ensure that the complaints and appeals in relation to examinations at Jumeirah English Speaking School is managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

## Purpose of the procedure

The purpose of this procedure is to confirm the arrangements for complaints and appeals in relation to examinations at Jumeirah English Speaking School and confirms compliance with JCQ's **General Regulations for Approved Centres** (section 5.8) in drawing to the attention of candidates and their parents/carers their written complaints and appeals procedure which covers general complaints regarding the centre's delivery or administration of a qualification.

## Grounds for complaint

A candidate (or his/her/parent/carer) at Jumeirah English Speaking School may make a complaint on the grounds below.

### Teaching and Learning

- Quality of teaching and learning, for example
  - Non-subject specialist teacher without adequate training/subject matter expertise utilised on a long-term basis
  - Teacher lacking knowledge of new specification/incorrect core content studied/taught
  - Core content not adequately covered
  - Inadequate feedback for a candidate following assessment(s)
- Pre-release/advance material/set task issued by the awarding body not provided on time to an examination candidate
- The taking of an assessment, which contributes to the final grade of the qualification, not conducted according to the JCQ/awarding body instructions
- The marking of an internal assessment (centre assessed work), which contributes to the final grade of the qualification, not undertaken according to the requirements of the awarding body
- Candidate not informed of their centre assessed mark prior to marks being submitted to the awarding body
- Candidate not informed of their centre assessed mark in sufficient time to request/appeal a review of marking prior to marks being submitted to the awarding body
- Candidate not given sufficient time to review materials to make a decision whether to request a review of the centre assessed mark
- Candidate unhappy with internal assessment decision (complainant to refer to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Additional grounds for complaint relating to teaching and learning:

Not applicable

### Access arrangements and special consideration

- Candidate not assessed by the centre's appointed assessor
- Candidate not involved in decisions made regarding their access arrangements
- Candidate did not consent to record their personal data online (by the non-acquisition of a completed **candidate personal data consent form**)
- Candidate not informed/adequately informed of the arrangement(s) in place and the subjects or components of subjects where the arrangement(s) would not apply
- Examination information not appropriately adapted for a disabled candidate to access it
- Adapted equipment/assistive technology put in place failed during examination/assessment

- Approved access arrangement(s) not put in place at the time of an examination/assessment
- Appropriate arrangement(s) not put in place at the time of an examination/assessment as a consequence of a temporary injury or impairment
- Candidate unhappy with centre decision relating to access arrangements or special consideration (complainant to refer to the centre's **internal appeals procedure**)
- Centre fails to adhere to its internal appeals procedure

Additional grounds for complaint relating to access arrangements:

Not applicable

### **Entries**

- Failure to clearly explain a decision of early entry for a qualification to candidate (or parent/carer)
- Candidate not entered/entered late (incurring a late entry fee) for a required examination/assessment
- Candidate entered for a wrong examination/assessment
- Candidate entered for a wrong tier of entry

Additional grounds for complaint relating to examination entries:

Not applicable

### **Conducting examinations**

- Failure to adequately brief candidate on examination timetable/regulations prior to examination/assessment taking place
- Room in which assessment held did not provide candidate with appropriate conditions for taking the examination
- Inadequate invigilation in examination room
- Failure to conduct the examination according to the regulations
- Online system failed during (on-screen) examination/assessment
- Disruption during the examination/assessment
- Alleged, suspected or actual malpractice incident not investigated/reported
- Failure to inform/update candidate on the accepted/rejected outcome of a special consideration application if provided by awarding body

Additional grounds for complaint relating to the conducting of examinations:

Not applicable

### **Results and Post-Results**

- Before examinations, candidate not made aware of the arrangements for post-results services and the availability of senior members of centre staff after the publication of results
- Candidate not having access to a member of senior staff after the publication of results to discuss/make a decision on the submission of a results review/enquiry
- Candidate request for return of work after moderation and work not available/disposed of earlier than allowed in the regulations
- Candidate (or parent/carer) unhappy with a result (complainant to refer via exams officer to awarding body **post-results services**)
- Candidate (or parent/carer) unhappy with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an

appeal (complainant to refer to the centre's **internal appeals procedure**)

- Centre fails to adhere to its internal appeals procedure
- Centre applied for the wrong post-results service/for the wrong script for a candidate
- Centre missed awarding body deadline to apply for a post-results service
- Centre applied for a post-results service for a candidate without gaining required candidate consent/permission

Additional grounds for complaint relating to results and post-results:

Not applicable

## Complaints and Appeals Procedure

If a candidate (or parent/carer) has a general concern or complaint about the centre's delivery or administration of a qualification, Jumeirah English Speaking School encourages an informal resolution in the first instance. This can be undertaken by Raising the concern or complaint in person, by telephone or in writing to the head of center.

If a concern or complaint fails to be resolved informally, the candidate (or parent/carer) is then at liberty to make a formal complaint.

### How to make a formal complaint

All documentation relating to the submission of a formal complaint is available from, and should be returned to Shane O'Brian (Director). Formal complaints will be logged and acknowledged within 2 calendar days.

To make a formal complaint, candidates (or parents/carers) must Complete and return a complaints and appeals form.

### How a formal complaint is investigated

The head of center will further investigate or appoint a member of the senior leadership team (who is not involved in the grounds for complaint and has no personal interest in the outcome) to investigate the complaint and report on the findings and conclusion.

The findings and conclusion of any investigation will be provided to the complainant within 1 working week.

### Appeals

Following the outcome, if the complainant remains dissatisfied and believes there are clear grounds, an appeal can be submitted.

To submit an appeal, candidates (or parents/carers) must Complete and return a complaints and appeals form.

Appeals will be logged and acknowledged within 2 calendar days.

The appeal will be referred to Chair of Governors for consideration.

It will be the responsibility of The Chair of Governors to inform the appellant of the final conclusion.

Additional details on the appeals process:

Not applicable

## CHANGES 2022/23

(Changed) For clarity under **Teaching and learning**: The marking of an internal assessment, which contributes to the final grade... (To) The marking of an internal assessment (**centre assessed work**), which contributes to the final grade...

(Added) New bullet point to be agreed/disagreed by selecting 'Edit'

(Changed) Heading - **Access arrangements** (To) **Access arrangements and special consideration**

(Changed) Under **Access arrangements and special consideration**: (to reflect terminology in JCQ's 'Access Arrangements and Reasonable Adjustments' publication) Candidate did not consent to personal data being shared electronically (by the non-acquisition of a signed data protection notice/candidate data personal consent form) (To) Candidate did not consent **to record their personal data online** (by the non-acquisition of a **completed candidate personal data consent form**)

(Added) Two new bullet points to be agreed/disagreed by selecting 'Edit' in relation to the centre's internal appeals procedure (to reflect changes to section 5.3x) of JCQ's 'General Regulations for Approved Centres')

(Changed) For clarity under **Conducting examinations**: Failure to inform/update candidate on the outcome of a special consideration application (To) Failure to inform/update candidate on the **accepted/rejected** outcome of a special consideration application **if provided by awarding body**

(Added) New bullet point under **Results and Post-results** to be agreed/disagreed by selecting 'Edit'

## CENTRE-SPECIFIC CHANGES

Not Applicable